

CHAPTER 1

INTRODUCTION

1.1 Background of the Apprenticeship

The accelerating pace of globalization has brought about significant changes in various aspects of life, particularly in the industrial and labor sectors. Technological advancements, digital transformation, and the growing demand for a skilled workforce have made competition in the job market increasingly fierce. On the other hand, the number of college graduates, which continues to rise each year, has not fully kept pace with the availability of jobs. This situation requires every job seeker to possess competencies that align with the needs of the business and industrial sectors in order to compete professionally.

As soon-to-be college graduates, students need to prepare themselves early on to enter the workforce. Mastery of hard skills acquired through the learning process on campus is one of the key qualities sought by companies. However, technical skills alone are not enough to navigate the ever-evolving dynamics of the workplace. Students must also equip themselves with various soft skills, such as communication, teamwork, critical thinking, problem-solving, time management, and the ability to adapt to the work professionalism and competitiveness.

As a vocational education institution, State Polytechnic of Bengkalis plays a vital role in producing competent, professional human resources who are ready to meet the demands of the workforce. To support this objective, State Polytechnic of Bengkalis offers various practice-based educational programs designed to provide students with relevant knowledge, skills, and work experience. Currently, State Polytechnic of Bengkalis offers several departments and study programs at the Diploma III and Diploma IV levels, one of which is the Department of Business Administration, which includes the International Business Administration, Digital Business, and Public Financial Accounting study programs.

One form of vocational education implemented is through the Work Placement (KP) program. This program is a required course that every student must complete as one of the graduation requirements. The Work Placement program is designed to bridge the gap between the theory learned in the classroom and hands-on work experience at a company or organization. Through this program, students can familiarize themselves with workplace culture, understand a company's operational systems, develop professional skills, and gain real-world experience relevant to their respective fields of expertise.

In addition to providing work experience, the Internship Program also plays a role in broadening students' horizons and preparing them to enter the professional world. Direct involvement in company activities allows students to understand how to apply the knowledge they have learned in the classroom to real-world work situations. In addition, students can improve their adaptability, develop a strong work ethic, and hone their communication and collaboration skills with various stakeholders. This experience serves as invaluable preparation for facing the competitive job market after graduation.

Based on these objectives, the author submitted an application to undertake an internship at PT Pelindo Jasa Maritim Sungai Pakning Unit, located at Jalan Yos Sudarso No. 2, Sungai Pakning, Bukit Batu Subdistrict, Bengkalis Regency, Riau Province. After going through the application and selection process, the author was given the opportunity to participate in a four-month internship program, running from February 9, 2026, to June 13, 2026.

PT Pelindo Jasa Maritim Unit is one of the subholdings of PT Pelabuhan Indonesia (Persero) that operates in the maritime and port services sector. The company provides various services to support port operations, such as vessel pilotage, vessel towing, vessel management, and various other maritime services. In carrying out its operations, PT Pelindo Jasa Maritim also continues to develop digital-based service systems to improve operational efficiency, expedite service processes, and ensure customer satisfaction among port service users.

During my internship at PT Pelindo Jasa Maritim Sungai Pakning Unit, I had the opportunity to gain firsthand insight into the company's administrative and operational processes, particularly those related to business administration. This experience provided a deeper understanding of how the theories learned during lectures can be applied in real-world work situations. Additionally, the internship helped the author develop both technical and non-technical skills in a professional work environment. Therefore, it is hoped that this internship will enhance the author's competencies, broaden their horizons, and serve as valuable preparation for entering the workforce after completing their education at the State Polytechnic of Bengkalis.

1.2 Purpose of the Apprenticeship

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To achieve the desired outcomes from the internship, clear objectives are needed to serve as a guide throughout the program. The objectives of the internship conducted at PT Pelindo Jasa Maritim Sungai Pakning Unit are as follows:

1. To find out the operational processes at PT Pelindo Jasa Maritim Sungai Pakning Unit.
2. To find out the administrative and billing processes using the PHINISI system.
3. To find out the roles and responsibilities of the related division.
4. To find out the port service activities carried out at PT Pelindo Jasa Maritim Sungai Pakning Unit.
5. To find out the document management processes related to port service operations.

1.2.2 Benefits of the Apprenticeship.

The apprenticeship program provides benefits for students, the company, and State Polytechnic of Bengkalis. The benefits are described as follows:

1. Benefits for Students

The apprenticeship enables students to apply the knowledge and skills acquired during their studies in a real working environment. It also enhances students' technical and interpersonal competencies, including administrative skills, communication, teamwork, problem-solving, responsibility, and adaptability. Through direct involvement in the company's activities, students gain practical experience and a better understanding of professional workplace practices, preparing them for future careers.

2. Benefits for PT Pelindo Jasa Maritim Sungai Pakning Unit

The apprenticeship program provides additional support for the company's administrative and operational activities. Internship students contribute to various daily tasks while bringing fresh perspectives and academic knowledge that can support work efficiency. Furthermore, the program strengthens the collaboration between PT Pelindo Jasa Maritim Sungai Pakning Unit and higher education institutions in developing competent future professionals.

3. Benefits for State Polytechnic of Bengkalis

The apprenticeship strengthens the partnership between State Polytechnic of Bengkalis and industry, allowing the institution to align its educational programs with current business and industrial needs. It also serves as a valuable source of feedback for curriculum improvement, ensuring that graduates possess the competencies required by the professional workplace.

1.3 Significances of the Apprenticeship

The apprenticeship at PT Pelindo Jasa Maritim Sungai Pakning Unit plays an important role in bridging academic knowledge with practical workplace experience. Through direct involvement in the company's administrative and operational activities, students are able to apply the theories learned during their studies while developing technical competencies, professional ethics, communication skills, teamwork, and problem-solving abilities. The program also provides valuable insight into the operational systems of the maritime industry, particularly in business administration and port services. Overall, the apprenticeship enhances students' readiness to enter the workforce, strengthens the collaboration between higher education and industry, and contributes to the development of competent and professional graduates who are prepared to meet the demands of the business and maritime sectors.